

# Customer PROFILE

## Specialty — Internal Medicine/Rheumatology

*Carlos Martinez, MD*

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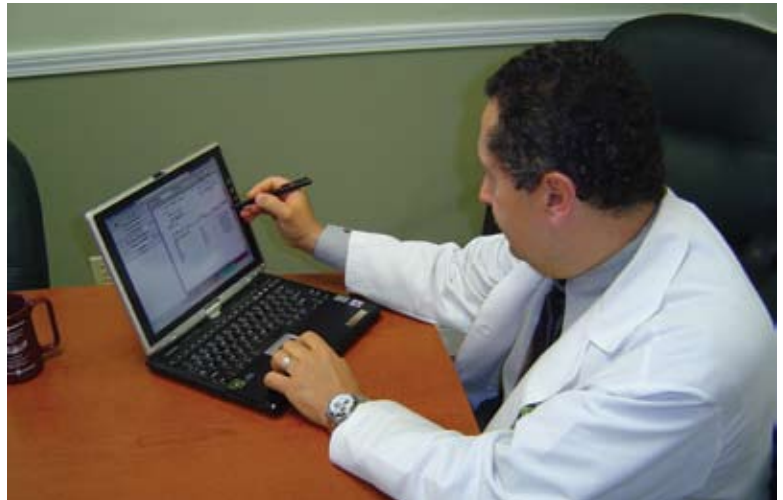
#### *Internal Medicine/Rheumatology*

In West Seneca, NY, a suburb of Buffalo, along a busy road scattered with businesses, industry and residential areas, you will find Carlos Martinez and a medical practice that is both traditional and modern, providing medical care with a personal touch.

Carlos and Dana Martinez have always worked together and started this practice 17 years ago to enable the doctor to provide the quality of medical care he preferred. Dana said "He used to be part of a large group and found that he didn't feel 'connected' with his patients. We started this practice so that he would have time to listen to what his patients were saying and become involved with all aspects of their healthcare." Originally Carlos intended to work in the orthopedic area but found those patients were only seen for 1 or 2 visits and then had no need to return. He said he missed the personal aspect of medical care and chose Internal Medicine and Rheumatology to bring that back into his work. "Rheumatology patients generally are older, and have many health issues to deal with", Dana said, "Sometimes they come to the office just to talk, to feel that someone is listening." They brought Steven Hodkin, RPA on board a few years ago so that the quality of patient care would not change as their practice grew. Dana went on to say that at first patients would leave the exam room commenting on how the doctor listened to them, and spent time with them. They continue to make those comments today.

Both Dana and Carlos agree they wouldn't be able to provide that level of care without Perfect Care® and ChartMaker® working with them to make the 'paperwork' part of the business run smoothly.

"When we first opened the office it was all paper, paper, paper. We were working at home in the evenings trying to keep up with the handwriting of exams and the billing." Dana said. Shortly after opening, they purchased a computer system that caused more problems than solutions. "The software was from one vendor, the hardware from another, the finger pointing was unbearable" she said. "We had to make a change so we



*Dr. Martinez*

chose Perfect Care® because they handled it all!" "They handle our software and hardware contracts and that is the only way we will do it." After the switch to Perfect Care, Dana took 2 years off to attend to their children and a family illness. "I'll never forget my first day back to work" she said. "We had lost our receptionist and I was on the phone to Perfect Care® at 8am, crying my eyes out that there were 3 phone lines ringing and I couldn't even login to the computer! Support was great! They got me logged in and sent a trainer out the next day to help me learn the system."

Over the years they have upgraded from Perfect Care Classic to Perfect Care for Windows® and now have added ChartMaker® to the practice. They insist that without PCare and ChartMaker®, the doctor would not be able to continue spending quality time with his patients and offering the best treatment possible. "We rarely handwrite anything now" states Dana. With ChartMaker® they use the faxing and scanning features and the prescription printing. They recently added an interface to Quest Labs to receive their lab results into ChartMaker®. "We love the lab interface, every morning the labs are on the To Do list for review and filing. It's a great time saver!" she said.

There is a welcoming feeling when you walk through the door and every staff member is happy to greet you and help you. It is refreshing to find this old fashioned medical care working side-by-side with computers, copiers, faxes and other modern electronics. If you are ever in the area, I'm sure you would be welcome if you stopped by.

Contact Rob Farrow today  
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